

Hawaii County Wireless E9-1-1 Status Report

March 1, 2010 – March 31, 2010

• PSAP Operations

9-1-1 Call Volume – March 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	10,186	3,910	38.4%	6,276	61.6%

(*) Totals are based on calls to primary PSAP.

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	10,186	3,910	38.4%	6,276	61.6%	0	0.0%	1,169	11.5%
February	9,464	3,851	40.7%	5,613	59.3%	0	0.0%	1,051	11.1%
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
TOTAL YTD	30,224	12,054	39.9%	18,168	60.1%	2	0.0%	3,366	11.1%
AVG PER MO	10,075	4,018		6,056		1		1,122	

Note: Total Calls include Administrative calls that are not direct 911 calls.

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	1,856	915	49.3%	23.4%	940	50.7%	15.0%	1	0.1%	36	1.9%
February	1,750	885	50.6%	23.0%	864	49.4%	15.4%	1	0.1%	45	2.6%
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
TOTAL YTD	5,606	2,771	49.5%	23.0%	2,831	50.5%	15.6%	4	0.1%	128	2.3%
AVG PER MO	1,869	924			944			1		43	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

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• PSAP Operations (continued)

Wireless Test – March 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
03/04/10 – 03/05/10	Sprint/Nextel (Connectivity Testing)	1	2	Hawaii PSAP/ Akimeka
03/11/10	Mobi PCS	1	3	Hawaii PSAP/ Akimeka

- 03/01/10 -- Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.
- The projected completion date was pushed out to allow for the completion and testing of the rehoming and network upgrade project across the Neighbor Islands.
- Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP.
- 03/01/10 -- Ongoing Akimeka personnel distributed updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. Currently pending legislation is SB2695 and HB2542 - Transfer of Non-General Funds and HCR No. 281 -- Requesting an Audit of the Wireless Enhanced 9-1-1 Fund.
- 03/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are under review.
- 03/05/10 Akimeka personnel shared information and websites highlighting National Public Safety Telecommunications Week, April 11-17, 2010, with the Neighbor Island PSAPs.
- 03/17/10 -- Ongoing Akimeka personnel continue to work with the Neighbor Island PSAPs regarding the Safelink certification. Safelink is a program being introduced by Tracfone which will allow 80 free wireless minutes per month to qualified low income subscribers.
- The certification being requested is to document that Tracfone has provided letters from each of the wireless service providers they subscribe to and that 9-1-1 service will be processed equally between Tracfone and Safelink subscribers.
- Akimeka personnel is reviewing and will be providing the Neighbor Island PSAPs will a recommendation by April 15, 2010.
- Tracfone/Safelink would like to receive the certification from each of the PSAPs by April 30, 2010. If no certification is received, Tracfone/Safelink will self-certify and implement on May 13, 2010.
- 03/24/10 Akimeka personnel provided Plant/CML and Wireless training to the two (2) new Police dispatchers.

Hawaii County Wireless E9-1-1 Status Report

March 1, 2010 – March 31, 2010

• MSAG

Current Month – March 2010

									(a)	(b)	
2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
HAWAII	187	182	87	38	29	9	19	4,058	5	0	0
Revised categories and report format changes effective April 2009.											

A total of 187 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of March 2010, a total of 4,058 customer ANI/ALI records were updated as a result of the 182 changes made to the MSAG database. The majority of these were due to the correction of street name and/or street name suffix spelling issues in the MSAG. These corrections were concentrated in the larger populated areas, such as Hilo, Kea`au, and Kurtistown, which contributed to the significant increase.

In addition, these corrections were made to conform with accurate GIS data. As such, this will ensure proper plotting and display for the dispatcher.

There are no records in Suspended status as of March 31, 2010 – six consecutive months since October 2009.

Year-to-Date (YTD) Summary – 2010

									(a)	(b)	
HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	187	182	87	38	29	9	19	4,058	5	0	0
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
TOTAL YTD	545	479	195	69	79	85	51	4,290	66		
AVG PER MO	182	160	65	23	26	28	17	1,430	22		
(*) Applies to Change, Delete and Insert categories											

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

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- Mapping Layers Updated/Loaded Into GIS – March 2010**

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	03/08/10			Per T-Mobile CRSS
Street Centerline				
Address Points	03/24/10			
	03/15/10			
	03/12/10			
	03/09/10			
	03/04/10			
	03/03/10			
	03/02/10			
Psuedo Address Points	03/01/10			
	03/31/10			
	03/29/10			
	03/24/10			
	03/08/10			
	03/04/10			
Parcels	03/03/10			
	03/02/10			
Churches				
Coastal Names	03/23/10			
	03/03/10			
	03/01/10			
Communities				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
Fire Stations	03/12/10			
	03/03/10			
Food & Beverage	03/09/10			
	03/01/10			

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

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March 1, 2010 – March 31, 2010

- Mapping Layers Updated/Loaded Into GIS – March 2010
(continued)

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Hospitals	03/01/10			
Hotels				
Milepost Markers				
National and State Parks	03/03/10			
	03/01/10			
Ocean Rescue				
Points of Interest	03/24/10			
	03/03/10			
	03/01/10			
Police Beat Boundaries				
Police District				
Police ESZ	03/29/10			Per requested changes from Hawaii County Police
	03/08/10			
	03/05/10			
Police Stations	03/24/10			
Post Office				
Schools	03/03/10			
	03/01/10			
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Note:	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County.
	Akimeka has been instructed to not perform any edits on the Parcels layers as provided. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.
	For the Street Centerline and Address Points layers, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerline and Address Points layer.

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- Mapping Layers Updated/Loaded Into GIS – March 2010 (continued)

Current Month GIS Activities – March 2010

- 03/09/10 Akimeka GIS personnel prepared PowerMap Training videos for delivery.
- 03/12/10 Akimeka GIS personnel trained two (2) Police dispatchers and Sergeant Kelley Matsumoto on PowerMap.
- 03/12/10 Akimeka GIS personnel delivered the last three (3) parts of the PowerMap Training.
- 03/12/10 Akimeka GIS personnel delivered an updated ArcReader Project to the Hawaii County Fire Department, per their request.

- Service Requests Transactions

Open Service Requests – March 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
1	02/22/10	160	Incorrect Address: TN = 808/930-4654	MSAG - AN/ALI Discrepancy	Normal	Request to update record sent to PLNLI; correction pending. PLNLI to contact customer to confirm location.

Year-to-Date (YTD) Summary – 2010

HAWAII				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	3	3	1	2	2	1	1	0	0	0	0
February	6	18	1	1	1	5	17	0	0	0	0
January	24	11	13	0	0	24	11	0	0	0	0
TOTAL	33	32	1	3	3	30	29	0	0	0	0
Note: Open Service Requests reflect what is in pending status at the end of the report month.											

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions